

**Approved 4-11-2016**  
**City of Fort Lauderdale**  
**Community Services Board**  
**March 14, 2016 – 4:00 P.M.**  
**City Commission Chambers – City Hall**  
**Fort Lauderdale, FL 33301**

**October 2015-September 2016**

<b>MEMBERS</b>		<b>PRESENT</b>	<b>ABSENT</b>
Wanda Francis, Chair	A	3	2
Jasmin Shirley, Vice Chair	P	5	0
Benjamin Bean	A	3	2
Mark Fillers	P	3	2
Jason King	A	3	2
April Kirk	P	2	0
Chris Lovell	P	5	0
Jonathan May	P	4	0
Richard Morris	A	3	2
Noah Szugajew	P	5	0
Joseph S. Van de Bogart	P	5	0

**Staff Present**

Mario DeSantis, Liaison and Housing Administrator  
Jonathan Brown, Manager, Housing and Community Development  
Marcia Gair, Administrative Aide  
Rachel Williams, Administrative Assistant I  
Jamie Opperee, Recording Secretary, Prototype, Inc.

**Communication to City Commission**

None.

**I. CALL TO ORDER / ROLL CALL / PLEDGE OF ALLEGIANCE**

- **Quorum Requirement: As of March 1, 2016 there are 11 appointed members to the Board, which means 6 constitutes a quorum**

Vice Chair Shirley called the meeting to order at 4:00 p.m. Roll was called and all recited the Pledge of Allegiance.

**II. WELCOME / BOARD AND STAFF INTRODUCTIONS**

The Staff members present introduced themselves at this time.

**III. APPROVAL OF MINUTES – FEBRUARY 8, 2016**

**Motion** made by Mr. Fillers, seconded by Mr. Van de Bogart, to accept the Agenda of the March 14 meeting. In a voice vote, the **motion** passed unanimously.

**Motion** made by Mr. Fillers, seconded by Ms. Kirk, to accept [the February 8, 2016 minutes]. In a voice vote, the **motion** passed unanimously.

#### **IV. CDBG UPDATE**

- **Request to accept late CDBG proposal**

Mr. DeSantis reported that six Community Development Block Grant (CDBG) funding applications were received on time, while one application was received less than one hour after the deadline. The agency has requested that Staff review their application.

Hope Gary, Chief Executive Officer of the Fort Lauderdale Community Center, explained that the organization is new to the process and underestimated the time necessary to complete the application. It was confirmed that the application was complete.

**Motion** made by Mr. Fillers, seconded by Mr. Van de Bogart, to grant the exception this time for [the] organization. In a voice vote, the **motion** passed 5-2 (Vice Chair Shirley and Ms. Kirk dissenting).

Mr. DeSantis distributed binders including the CDBG applications to the members.

#### **V. HOPWA UPDATE**

- **Score Cards for FY 14-15 and FY 15-16**

Mr. DeSantis also distributed copies of the Housing Opportunities for Persons with HIV/AIDS (HOPWA) scorecards to the members who did not receive them via email.

Mr. DeSantis began with Legal Aid of Broward County, stating that the organization spent all but \$11,000 of their HOPWA funds in fiscal year (FY) 2014-15 and is on target to exceed their goals again in FY 2015-16. They have approximately \$29,000 in unexpended funds. Legal Aid has streamlined the process by which clients are referred to their service.

Patrice Paldino, Supervising Attorney for the Housing Unit at Legal Aid of Broward County, explained that attorneys will conduct outreach at the case management agencies. If a client is at one of these agencies but cannot travel to Legal Aid's office, they will conduct phone intake and secure documents electronically. She concluded that all agencies found the meeting to be productive and will continue to meet to refine this process.

Ms. Paldino further clarified that when clients access Legal Aid before they reach a case management agency, Legal Aid will reach out to these agencies to schedule appointments within the system. She advised that clients must be enrolled in the

HOPWA system by a housing case manager in order to be eligible for Legal Aid's services.

Mr. DeSantis estimated that Legal Aid's average spending is roughly \$10,000 per month in FY 2015-16, although there have been some billing issues. Ms. Paldino added that 25% of her salary is covered by HOPWA funds; however, not all her administrative hours are billable, as administrative spending is capped at 7%. In addition, the HOPWA grant has changed in the current cycle, resulting in a cut in services and a decrease in the agency's ability to serve clients.

It was clarified that for the funding cycle beginning in FY 2015-16, Legal Aid may only serve HOPWA clients who have housing issues. In addition, they are specifically prohibited from seeing or representing clients who have been terminated from the HOPWA program, as the City feels this is a conflict of interest. Clients moving into new units and clients participating in the tenant-based rental voucher (TBRV) program are strongly encouraged to have Legal Aid review their new leases.

Ms. Paldino confirmed that there are no outstanding monitoring issues of which the City should be informed regarding other programs that provide funds to Legal Aid.

The discussion moved on to Mount Olive Development Corporation (MODCO). Mr. DeSantis reported that for both FY 2014-15 and FY 2015-16, the agency met or exceeded all of its performance indicators; however, in FY 2014-15 they did not expend \$77,000, and are currently on track in FY 2015-16 not to expend \$109,000. Approximately 22 units are currently billing on a monthly basis, as other units require renovations and are empty.

Dr. Rosalind Osgood, representing MODCO, explained that in FY 2014-15, an apartment was destroyed by a tenant and required extensive renovations, which took nearly a year, before it could pass inspection. Another renovation project experienced roof damage and flooding, which took longer than estimated to repair.

In the past, MODCO's units were located throughout the City; more recently, they have narrowed their scope to a particular area in order to provide more hands-on monitoring of clients. Dr. Osgood stated that once renovations are complete, the agency will draw on more of its HOPWA dollars to purchase new properties. The agency owns 22 units and leases another four.

Mr. DeSantis advised that clients have been moved from some units in a building currently undergoing repairs; for this reason, MODCO has not billed from this building. Dr. Osgood clarified that this building is not owned by MODCO, and because it is not in the agency's target area, MODCO's HOPWA clients are not being replaced at this property.

Dr. Osgood confirmed that there are no outstanding monitoring issues by other funding sources of which the City should be informed.

The Board moved on to discuss Broward House, with Mr. DeSantis stating that all three programs for both fiscal years are on track to meet or exceed their performance indicators. The facility-based housing program, in particular, expended all but \$240 in FY 2014-15 and is on track to expend all funds in FY 2015-16. He recalled that Broward House received an increase in funding the previous year, as former HOPWA recipient program Shadowood closed their doors and Broward House added eight new clients from this program. This transition was completed before the beginning of 2016.

Steve Nolte, representing Broward House, observed that the project-based housing program spent all but \$13,000 the previous year. Not all funds could be spent, as Broward House took over a number of units previously owned by the Housing Authority and was unable to expend funds due to the late transition. All renovations are complete and clients are back in their units. Mr. DeSantis added that the TBRV program is also on track after having to request additional funds the previous year.

Mr. Nolte explained that facility-based housing is for clients who are at the greatest risk, many of whom have legal and medical issues. It can be difficult to help these clients, as their expectations may be unrealistic. Broward House works with these clients to seek a stable housing arrangement outside of HOPWA. Mr. DeSantis advised that clients from this transitional population sometimes leave the program without notice.

Mr. Nolte confirmed that Broward House is not experiencing any monitoring issues of which the City is not already aware. He noted that the agency prepares quarterly reports, which helps their staff pay greater attention to the vulnerability and self-sufficiency of their clients.

The discussion moved on to the Broward Regional Health Planning Council (BRHPC), with Mr. DeSantis noting new internal caps on the Permanent Housing Placement (PHP) and Short-Term Rent, Mortgage, and Utility (STRMU) programs. The City is still working to determine the exact subsidy portion the agency will need each year. BRHPC's PHP program served 188 clients and has met its performance indicators, with roughly \$41,000 unspent. He pointed out that this program receives a high volume of applications, not all of which will be approved.

Mr. DeSantis further explained that the PHP program oversees rapid re-housing, which assists clients with the first and last month's rent and security deposit. Clients are only eligible every two years for this form of assistance. STRMU assists clients who have experienced a financial problem and cannot make payments. There were no grievances to the City from the PHP program in the previous year; only two grievances were filed against the STRMU program, with both decisions in favor of the City.

Mr. Lovell asked why the proposed allocation under the STRMU program is set to decrease in FY 2016-17. Mr. DeSantis replied that the program has decreased from five to three units of service per person. The average unit is \$1500. Administrative and operational expenses have not decreased, as applications must still be processed and reviewed to ensure that applicants qualify for the program.

In FY 2014-15, the TBRV program left \$112,000 unspent, and served 129 of 143 clients, as 14 clients left the program for various reasons. Mr. DeSantis explained that when clients leave this program, they are not replaced. Based on current expenditures, however, BRHPC is expected to spend all of its TBRV funds in FY 2015-16.

Vice Chair Shirley disclosed that she serves on the Board of BRHPC.

Nadienka Sanz, representing BRHPC, advised that one performance indicator for the TBRV program is for 10% of clients to obtain self-sufficiency and transition out of the program; however, in some cases, clients have permanent disabilities that make self-sufficiency a very difficult goal. She suggested that this performance indicator be modified so it applies to only those clients who are able to achieve self-sufficiency.

Mr. DeSantis noted that more and more clients on fixed incomes are coming onto this program, which makes it difficult for them to become self-sufficient. He also confirmed that as fair market values increase, this increase is consuming more and more of the program's resources. In addition, more families are being served, which requires larger units and correspondingly larger subsidies.

The Board moved on to Care Resource, with Mr. DeSantis noting corrections to the scorecard provided. He stated that the agency has exceeded its performance indicators, due in part to a qualified health center that has been added to their continuum of care. There are no issues with the agency with regard to monitoring for either FY 2014-15 or FY 2015-16. He concluded that the agency is on track to expend all their funds.

Rafael Jimenez, Director of Case Management Services for Care Resource, stated that the agency has worked diligently with its clients and emphasized the importance of housing on the stability of clients' health. Francisco Gomez, Housing Services Manager, briefly reviewed the number of clients and funds paid in each of the agency's programs, which include PHP and STRMU. They also provide support to clients outside the HOPWA program, such as individuals who have Social Security income or are undocumented immigrants.

Mr. Gomez also introduced Jessmarie Gonzalez, Marketing Associate with Care Resource, who has worked with over 150 transgender clients who have been linked to medical care and case management through the agency. Care Resource has implemented a program which provides a hormonal replacement therapy voucher, free medical visits and lab work, and follow-up care for the transgender community. Ms.

Gonzalez is also on the Co-Chair of Project SOAR (Stability, Opportunity, Achievement, and Recovery), which provides safe residences for transgender individuals.

It was further clarified that Care Resource has not experienced any ongoing monitoring issues.

Mr. DeSantis addressed SunServe, which has expended all but \$265 its funds for FY 2014-15 and is on track to expend all funds in FY 2015-16. He noted that the agency has no monitoring issues and is on track to exceed its performance indicators. Tiffany Ariegus, Lead Housing Case Manager for SunServe, stated that the agency has served 638 unduplicated clients and provides housing case management services in English, Spanish, French, and Creole. While HOPWA case management revenue does not cover the full cost of its services, SunServe has made up the difference through private fundraising.

Ms. Ariegus continued that 94% of SunServe's HOPWA funding goes directly to case management services. In FY 2014-15, SunServe served 476 clients and has served 247 clients thus far in FY 2015-16. They feel that if HOPWA services are cut, the demand for housing case managers to help clients seek alternative resources will drastically increase. She also noted that it can be difficult to keep up with the demand for services under the new focus on comprehensive case management.

Gary Hensley, also representing SunServe, estimated that the agency will serve roughly 470 to 500 clients over FY 2015-16. Mr. DeSantis added that both SunServe and Care Resource keep their administrative costs very low, with the majority of their funds going toward care.

- **FY 16-17 Allocations**

Mr. DeSantis provided a spreadsheet to the Board members, explaining that the allocations are broken down into subsidy payments, administrative/operational costs, and both the City's and the Board's recommendations. In reviewing the document, he pointed out that over \$6 million is projected to be spent, while a \$500,000 reduction is expected in fiscal years 2015-16 and 2016-17. There are sufficient funds in reserve to cover these costs.

Mr. DeSantis advised that if the Board chooses to do so, they have the option of making a motion to use unspent/unobligated funds to cover the difference between the allocations and federal funds. He estimated that there are approximately \$1.5 million in unspent funds, which will not expire for another two years. Based on this information, as well as the agencies' scorecards, he reviewed the recommendations for FY 2016-17 funding allocations for each agency and its individual programs as listed on the spreadsheet.

Mr. DeSantis concluded that if the Board wishes, they may move to use unspent funds to cover any shortages to get the agencies through to the next RFP cycle. When that cycle begins, there will be a clearer understanding of future funding allocations, once all reductions have been made. He clarified that the funding recommendations made by the City do not include any of the unspent funds.

It was noted that some organizations received significant funding cuts in FY 2015-16. Mr. DeSantis explained that this was done to get those agencies through to the next RFP cycle, in which there will be no \$1.5 million in reserve funds from which to draw. He noted that in the case of subsidy programs, the volume of work associated with reviewing an application has not changed, although the amount of funding that can be provided to clients has decreased.

It was clarified that Project-Based Rental (PBR) and Tenant-Based Rental (TBR) programs have continuing commitments and funding obligations. As vacancies occur in these two programs, they are not filled, as this would take funding away from other programs.

It was suggested that reserve funds could have been spent rather than trimming some agencies' budgets during the current fiscal year. Mr. DeSantis advised that to prevent cutting budgets, \$500,000 per year for the current and next fiscal years would have had to be taken from reserve funds to keep the agencies at their previous funding levels. He emphasized that cuts of at least \$500,000 are coming in the next funding years; the full amount has not yet been determined. The current Staff recommendation uses approximately \$380,000 in reserve funds.

Mr. Fillers asked if the rise in fair market values in the City has been factored into the programs' costs. Mr. DeSantis confirmed this, advising that HOPWA often cannot move clients into units rented at fair market value. He also explained that this item is being presented to the Board earlier this year, as recommendations were late in 2015. This will allow both HOPWA and Community Development Block Grant (CDBG) allocations to be made at roughly the same time.

Mr. DeSantis advised that BRHPC has raised a concern that affects two other agencies as well as itself. He explained that BRHPC's primary responsibility is the review and approval of PHP and STRMU applications. In the case of walk-in clients, BRHPC works with them on an emergency basis, then shifts them to Care Resource or SunServe for case management. This means it may be a matter of days or weeks before the client can see either of these two agencies due to a backlog, which also means the client may face another emergency situation related to their housing.

Sharon Alveranga-Jones, representing BRHPC, explained that when a client fills out an application, s/he is in urgent need of assistance. This has only occurred in FY 2015-16, which began in October. Mr. DeSantis clarified that BRHPC serves clients for their first emergency, then refers them to Care Resource or SunServe for additional service;

however, this can be up to three weeks later, which means the client may be on the verge of being evicted by the time s/he has an appointment with one of the other providers.

Mr. Hensley of SunServe advised that the heavy volume of calls accounts for the backlog in getting a client an appointment with SunServe or Care Resource. It was noted that one proposed solution is to have other agencies assist the case managers.

Mr. DeSantis stated that the issue arose due to the need to keep funding streams separate between those agencies that handle subsidy payments versus those who help clients get these payments. Emergencies are directly assisted through BRHPC while the continuum of care is managed through housing case management programs. Mr. Gomez of Care Resource added that the agency has extended its hours of operation in order to see more clients whenever possible.

Ms. Alvaranga-Jones clarified that the change in service occurred when the RFP began to specify that agencies who provide this review component may not also apply for case management funds. Because case management is no longer a part of BRHPC's service, roughly 400 clients are now going to the two case management agencies, in addition to those clients who were already being served by these agencies. At that time, both case management agencies were also being funded to provide for two additional case managers each. Each agency would both need at least one more case manager in order to accommodate the number of new clients.

Mr. Fillers asked if the total caseload is stable or is growing. It was confirmed that the number of clients applying for services continues to grow. Mr. DeSantis explained that the issue is not only the number of clients, but the frequency with which each client is seen: the frequency rate of clients seeing case managers is rapidly increasing. He noted that this increase occurs among both continuing and new clients.

Mr. Lovell requested an estimate of the expense of adding one case manager for both Care Resource and SunServe. Vice Chair Shirley recalled that the previous year, this cost was \$150,000 between the two agencies, or \$75,000 per agency. Mr. DeSantis confirmed that this amount was provided in "one time only" funds.

Mr. Lovell proposed using an additional \$150,000 in unspent funds to be used toward two case managers for the two agencies, which, when added to the \$350,000 in unspent funds that would be used for FY 2016-17 allocations, would equal \$500,000 in unspent funds. Mr. DeSantis advised that any shortages in the programs' funding would be covered by unexpended funds.

**Motion** made by Mr. Lovell, seconded by Mr. Szugajew, to approve Staff's recommendation, plus an additional \$150,000 for two new case managers, for a total of \$6,731,562, it being understood that any of the overage will be covered by the current excess funds.



Mr. Van de Bogart recommended that the Board instead approve Staff's recommendation at today's meeting and have the affected organizations seek additional funding in a more formal fashion at a subsequent meeting. Ms. Kirk added that she would like to know how the organizations planned to continue to fund the new staff positions after the one-year allocation has ended. Ms. May also felt there was no coherent plan between BRHPC, Care Resource, and SunServe to address their needs.

It was suggested that if BRHPC could serve clients beyond the first emergency, the issue could be addressed. Mr. DeSantis cautioned, however, against any change that could result in the commingling of funds, which makes it more difficult for Staff to delineate which funds are being spent on certain programs.

Mark Ketcham, Executive Director of SunServe, emphasized that while the agencies would be willing to come back with formal presentations, they are in need of help right away. He also pointed out that the change in the RFP which resulted in this issue cannot be changed in one month, if at all. Because the one-on-one process with clients is more time-consuming than it once was, the workload has greatly increased while the resources available have decreased.

In a roll call vote, the **motion** failed 2-4 (Mr. Fillers, Ms. Kirk, Mr. May, and Mr. Van de Bogart dissenting). (Vice Chair Shirley abstained. A memorandum of voting conflict is attached to these minutes.)

**Motion** made by Mr. Van de Bogart, seconded by Mr. Fillers, to approve Staff's recommendation at the \$6,581,562.

Mr. Lovell asked what the Board would recommend to the agencies in need of new housing case managers. Mr. Van de Bogart stated that these organizations could request placement on the Agenda of next month's meeting and plan to make presentations on how they would spend the requested funds. Mr. Lovell pointed out that the issue has already been raised, and asserted that at times there is a reason to react to the community's needs. Mr. Van de Bogart replied that the agencies have waited six months before bringing the issue to the Board's attention.

In a roll call vote, the **motion** passed 4-2 (Mr. Lovell and Mr. Szugajew dissenting). (Vice Chair Shirley abstained. A memorandum of voting conflict is attached to these minutes.)

Mr. DeSantis advised that at the April 6 meeting, CDBG applications will be presented, to be followed by a second meeting on April 11 at which funding allocations are made. He noted that it would be prudent to make any HOPWA increases at the same time as CDBG allocations in order to send all information to the City Commission at once. This will allow it to be included in the Annual Action Plan at first submission.

Mr. Fillers recommended that the agencies involved in the case management discussion attend the April 11 meeting, prepared to discuss the issue further. Vice Chair Shirley asked that these agencies also determine the sustainability of their additional staffing, as any funds provided would be for one year only.

**VI. GOOD OF THE ORDER**

None.

**VII. PUBLIC COMMENTS**

Ms. Paldino of Legal Aid added that after experiencing a budget cut from \$220,000 to \$100,000, Legal Aid was provided with an additional \$50,000 by the City. She thanked the City for this addition and pointed out that the agency underwent an overall 55% funding cut.

Vice Chair Shirley requested that Legal Aid be included in further discussions of the case management issue in order for all affected agencies to present a comprehensive approach.

**VIII. ITEMS FOR THE NEXT AGENDA**

Mr. DeSantis stated that the April 6 meeting will be dedicated to CDBG applications only. Board members are asked to provide their scores by April 7. These will be compiled on a spreadsheet and sent to the members on April 8 for review. CDBG funds will be allocated on April 11.

**IX. COMMUNICATIONS TO CITY COMMISSION**

None.

**X. ADJOURNMENT**

There being no further business to come before the Board at this time, the meeting was adjourned at 6:50 p.m.

Any written public comments made 48 hours prior to the meeting regarding items discussed during the proceedings have been attached hereto.

[Minutes prepared by K. McGuire, Prototype, Inc.]